

Office of Governmental Accountability/Office of the Executive Administrator
Testimony before
General Assembly: Government Administration and Elections Committee
March 27, 2015

Good morning, Senator Cassano, Representative Jutila, and other distinguished members of the GAE Committee. For the record, I am Shelby Brown, Executive Administrator of the Office of Governmental Accountability. I am here today to testify in support of House Bill 7033. I view this bill as an opportunity to enhance the Office of Governmental Accountability so that we are better able to achieve the charge this Legislature has delivered to us. Namely, we want to demonstrate that efficiency in operations and improved transparency can be achieved by consolidation of business office functions in the way that Public Act 11-48 was intended.

Public Act 11-48 formed the Office of Governmental Accountability, consolidated nine agencies under one umbrella and established the office of the Executive Administrator to provide personnel (or human resources), administrative, fiscal, and "associated" information technology services. The Legislature's aim was to create cost savings, improve efficiencies, and increase transparency in general government. In the fifteen months that I have served as the Executive Administrator, we have achieved several significant things. We have achieved cost savings by shared procurement and implementation of a case management database that serves six of the nine divisions of OGA. This implementation not only improved the operational efficiency of each division, but also satisfied an ongoing audit citation several divisions had received. We have worked with the State Librarian to implement improvements in records retention that also satisfied audit citations. As well, when critical needs were identified, we have worked with the division heads to achieve cost savings by sharing staff resources across divisions. Finally, we acquired a bond to improve agency-wide use of technology, which will facilitate both improvements in customer service and transparency. In all, we have achieved a number of significant things, all while honoring the independent decision-making and budgetary autonomy of the divisions.

Nonetheless, the OGA has experienced difficulties. We are challenged in many ways by the language of the Statutes and are hopeful that technical improvements made via HB 7033 can help us achieve greater success and more harmonious collaboration. If the language could be technically improved in three ways, I believe we would be in a better place. First, the language does not currently establish an Office of the Executive Administrator, nor does it ascribe responsibility for the statutory functions to that office. Instead, it ascribes the responsibilities to "the OGA" and leaves something open to oft misguided interpretation. Some divisions have determined that it is, essentially, optional for them to use the business services of the Executive Administrator's office or to perform them for themselves. If the language were more specific as to "OEA" vs "OGA", it would be helpful. A second technical change would be a change to define "information technology associated with such functions". The Office of the Executive Administrator has one full-time IT Analyst 1 and an IT Manager who work hard to provide these

services. A technical change to clarify the intent of "associated information technology" that takes both our staffing and DAS-BEST's principles of sound IT management into account would be very beneficial. A list of technology services my office strives to provide is attached. Finally, it would be helpful to have some ability to establish a leadership bench or succession plan by creating an associate executive administrator who could be assigned duties to compliment the work of the Executive Administrator. This would not be a new position, but rather, a designation from among the three management positions already existing within the Office of the Executive Administrator.

I would welcome the opportunity to work with this Committee to further define the technical changes that would support the success of the Office of Governmental Accountability in achieving its statutory mandate. I thank you and I would be happy to respond to any questions you may have.

Office of Governmental Accountability/Office of the Executive Administrator

Information Technology Functions

The Office of the Executive Administrator performs procurement, maintenance, implementation, upgrade, asset management, planning and problem-solving for the divisions in all of the following areas of information technology:

- Help Desk/desktop support
- Printers
- Software
- Websites
- Mobile technology
- Telecommunications
- Networks
- Infrastructure
- Databases (with the exception of the proprietary databases run by SEEC and OSE)

